

# Reliance Contact Details



## Main Reliance Protect Service Desk Contact Details

### Reliance Service Desk

Tel: 0800 840 7121 choose option 1

Fax: 01977 801356

Service Desk enquires - [servicedesk@rht.co.uk](mailto:servicedesk@rht.co.uk)

Training enquires – [training@rht.co.uk](mailto:training@rht.co.uk)

The above contact details are used by Services to:

- Report any problems or issues with a lone worker device i.e.
  - Constantly no or poor signal;
  - Battery won't charge or won't hold a charge;
  - Device damaged/faulty in some way;
  - Device lost (must have police incident number before calling).
  - Little plastic stopper missing, won't come out of the device.
- Organise training for new staff or refresher training for existing staff.
- To notify reliance of any leavers (**details need to be removed from reliance system**)
- To notify reliance if a member of staffs escalation details have changed (*i.e. changed job, moved team/manager etc.*)
- To notify reliance that a member or members of staff personal details have changed (**any information supplied on the user profile form**).

### Reliance Protect Website

<http://www.relianceprotect.co.uk/>

<http://www.relianceprotect.co.uk/lone-worker-video/> (2 minute video)

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## Useful West Lothian Council Links



### How to Use Your Device and all the Key Functions

[Key Functions and How to Use Your Device](#)

### Process Flow Diagrams Detailing what to do if

All the links below are pointing to stored documents in the Meridio system, Location shown in brackets (Fileplan-> Council Wide-> Policies Procedures Guidance -> Lone Worker Guides).

[Lone Worker Process Team Leader or Manager - What to do if you have a New Start](#)

[Lone Worker Process Team Leader or Manager - What to do if you have a Leaver](#)

[Lone Worker Process Team Leader or Manager - Reallocation of Devices](#)

[Lone Worker Process Team Leader or Manager - New Post Employee being Introduced](#)

[Lone Worker Process - What to do if your User Personal Details have Changed](#)

[Lone Worker Process - What to do if your User Escalation Details have Changed](#)

[Lone Worker Process - What to do if you have a Faulty Damaged or Lost Device](#)

[Lone Worker Protection Presentation](#)

[Reliance Lone Worker Device Usage Video](#) (10 minute video)